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From: thomas_nagy@agilent.com
Sent: Wednesday, May 09, 2007 6:06 PM
To: Piro, Peter (DPH)
Cc: Stevenson, Allan (DPH); Salemi, Charles (DPH); Nassif, Julianne (DPH)
Subject: FW: New Software Malfunction

Hi Pete:

I tried sending this note to you earlier from my Blackberry but I got back messages that it did not go through.

Thanks,

Thomas G. Nagy
Agilent Technologies
Field Service Engineer
40 Shattuck Road
Andover, MA 01810

Telnet: (978) 681-2053
Fax: (978) 681-2400

-----Original Message-----

From: NAGY, THOMAS (A-USA, ex1)
Sent: Wednesday, May 09, 2007 8:12 AM
To: 'Peter.Piro@state.ma.us'; 'Nassif, @Julianne. (DPH)'
Cc: 'Salemi, @Charles. (DPH)'; 'Stevenson, @Allan. (DPH)'
Subject: Re: New Software Malfunction

Thanks Pete:

I have been given instruction to install a newer build of MS SW (G1701 EA 00.00).

Please advise if this Friday morning would be a convenient time for you?

Thanks,

Tom

----- Original Message -----

From: Piro, Peter (DPH) <Peter.Piro@state.ma.us>
To: thomas_nagy@agilent.com <thomas_nagy@agilent.com>
Cc: Nassif, Julianne (DPH) <Julianne.Nassif@state.ma.us>; Salemi, Charles (DPH)
<Charles.Salemi@state.ma.us>; Stevenson, Allan (DPH) <Allan.Stevenson@state.ma.us>
Sent: Wed May 09 05:42:52 2007
Subject: RE: New Software Malfunction

Hi Tom,

Anything concerning this instrument, including communications for repair or replacement, must go through Julianne Nassif at 617-983-6651. You can Cc Charles, Allan and I so we know what course of action will be taken concerning this issue.

Thanks,
Peter

-----Original Message-----

From: thomas_nagy@agilent.com [mailto:thomas_nagy@agilent.com]
Sent: Tuesday, May 08, 2007 10:38 AM
To: Piro, Peter (DPH)
Subject: Re: New Software Malfunction

Hi Pete:

I'll be in Friday morning with yet a newer build of EA software which I need to install. At least I have been given instructions to do this by our escalation team.

Tom

----- Original Message -----

From: Piro, Peter (DPH) <Peter.Piro@state.ma.us>
To: thomas_nagy@agilent.com <thomas_nagy@agilent.com>
Cc: Stevenson, Allan (DPH) <Allan.Stevenson@state.ma.us>; Nassif, Julianne (DPH) <Julianne.Nassif@state.ma.us>; Robert Maahs@agilent.com <Robert.Maahs@agilent.com>
Sent: Fri May 04 09:47:18 2007
Subject: New Software Malfunction

Tom,

The new version of software that came with the computer aborted my sequence during my second run. After injecting a sample, and while running, chemstation closed down. Everything needed to be rebooted to get the instrument to work. If your in-house people claim this software can do thousands of injection without a problem then maybe my instrument needs to be replaced.

Peter Piro

Drug Laboratory